



# FASTER CARE

## Now offering **ONLINE** Emergency Room registration.

Check in online. Choose a time that works for you. We'll save your spot so you can wait in comfort, wherever you would like.

- Visit [mclaren.org/fentonER](https://mclaren.org/fentonER) online and select an available time, or check in at our emergency room.
- Once you arrive, sign in on the iPad in the waiting room to let us know you are here.
- We will make every attempt to see you promptly. Please note that your time slot is an estimate. Due to emergencies, some patients may not be seen in the order of arrival.
- We will notify you via text message if your estimated time changes due to unforeseen circumstances.

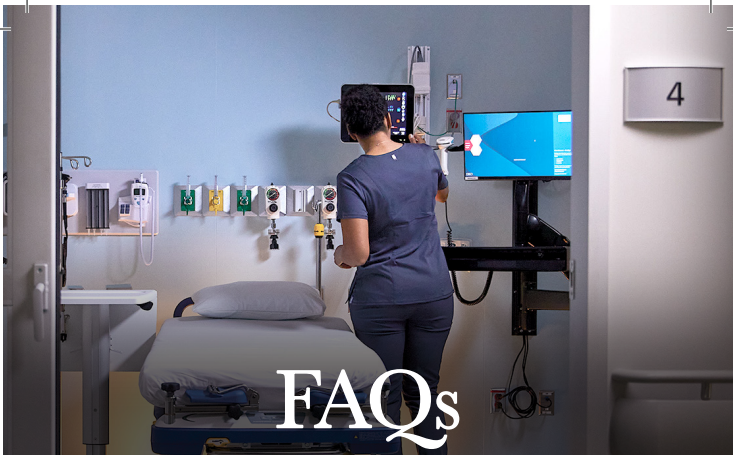
*During times of high patient volume, you may be asked to wait in the waiting room. Our goal is to provide life-saving care to those with serious injuries and conditions and get all patients feeling better quickly and safely. Wait times depend on how busy the department is at the time, and the number of patients whose conditions may be more serious than yours. We understand waiting can be frustrating and we do our best to keep wait times to a minimum.*



FENTON

2420 Owen Road | Fenton, MI 48430

[mclaren.org/fenton](https://mclaren.org/fenton)



# FAQs

## **How is the wait time calculated?**

Emergency Department wait times are provided as an informational service and are calculated based on direct output from our clinical computers.

## **What does the wait time represent?**

The wait time is the time that passes from the time the patient checks in at the Emergency Department desk to the time they are initially seen by a clinician.

## **Is my reservation time a guarantee?**

No, we will do our best to see you when you arrive, but wait times are dependent on the severity of the conditions of other patients also in the Emergency Department.

## **When I arrive, will I see a doctor right away?**

Patients are seen based on the emergency department's standard triage and queuing process.

## **Why did my time change?**

Although the goal is to see each patient quickly, patients with life-threatening conditions are treated first. We will do our best to keep you posted if the wait time changes.

## **How are you maintaining quality care if you are focused on being fast?**

McLaren has worked hard on process improvement to see patients quicker. Quality care is our priority.